GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:966
ANSWERED ON:27.07.2015
Amenities and Facilities for Air Passengers
Sathyabama Smt. V.

Will the Minister of CIVIL AVIATION be pleased to state:

(a) the details of the changes brought about in the amenities and facilities for air passengers during the last year;

(b) the details of passengers grievances and their redressal during the said period along with the system for redressal of passenger grievances;

(c) whether there is no improvement in the amenities and facilities being provided to air passengers at airports despite hike in air fares;

(d) if so, the steps taken/proposed to be taken by the Government in this regard; and

(e) whether the security being provided at airports is adequate and if so, the details thereof and if not, the steps taken in this regard?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Dr Mahesh Sharma)

(a) to (d) DGCA has issued following Civil Aviation Requirements (CARs) with regard to passenger facilitation during last year:

(i) CAR, Section-3, Air Transport, Series M, part-I on Carriage by Air of Persons with Disability and/or Persons with Reduced Mobility

(ii) CAR, Section-3, Air Transport, Series M, Part-V on Facilitation in case of diversion

(iii) Air Transport Circular 01 of 2014 on Facilities/Courtesies to esteemed travelling public at airports

As per the prevailing regulation, each airline is required to appoint a Nodal officer and Appellate Authority to redress passenger grievances in a stipulated time frame. Airlines are required to conspicuously display the details of Nodal Officer and Appellate Authority on their respective website. The status of passenger complaints and their redressal w.r.t. 12 scheduled domestic airlines is as per Annexure "A"

(e) The security measures implemented at the Indian airports are commensurate with the threat and risk to civil aviation operations. Details of the security measures are as follows:

(i) Mandatory security checks, frisking, baggage search by the Airport Security Personnel

(ii) Mandatory installation of CCTV at all operational airports.

(iii) Mandatory wall around the airport along with watch towers

(iv) Mandatory Security Clearance and security programme for Airport operators, Airline Operators, Ground Handling Agencies etc.

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